# || Parallels<sup>®</sup>

#### Enrollment Server status is "Enrollment Unavailable"

• Parallels Remote Application Server 19.1

## Symptoms

• After adding the new Enrollment Server it reports "Enrollment Unavailable"

• EnrollAgent.log (located at C:\ProgramData\Parallels\RASLogs) contains the following error:

Failed to create the enrollment agent certificate from certificate template PrlsEnrollmentAgent using enrollment\_agent\_username@domain

#### Cause

Enrollment Agent user account didn't receive Parallels Enrollment Agent certificate from CA.

## Resolution

Sign in with Enrollment Agent user account to a domain machine in order to receive a certificate from CA. This can be done using **mmc.exe** > Certificates snap-in

Once completed, Go to Administrative Tools > Certification Authority > your CA > Issued Certificated and make sure that Enrollment Agent user received required certificate:

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